



CITY OF NEWPORT BEACH

City Manager's Office

March 21, 2014

Dear Neighbor:

On March 31, CR&R Environmental Services, Inc. (CR&R) will begin providing residential refuse collection service to those areas of town that currently receive this service from the City of Newport Beach. In addition to receiving a new service provider, the type of service provided is also changing.

For decades, the City has collected trash manually, meaning, City employees pick up the trash cans and empty them into the truck. CR&R will provide automated service (where a hydraulic arm lifts the container and empties it into the truck) or semi-automated service (where a CR&R staff member pulls the container to a smaller truck and a “tipper” arm empties the container into the vehicle.) Semi-automated service will be provided in areas with narrow alleyways like Balboa Island, the Peninsula and in parts of Corona del Mar. The new service requires the use of wheeled “carts” instead of traditional trash cans.

We have spent the past four months working with CR&R and preparing for the service transition. A key component of the work was helping to make sure residents had the opportunity to “custom order” the needed number and size of new, free, waste and/or recycling carts for their homes. If you haven’t done so, please read on for more information about ordering carts.

Here are the key things for you to know about the upcoming service transition.

The Transition Will Be Gradual

While CR&R will take over service from the City on March 31, the switch from manual to automated collection will be gradual - on a “neighborhood-by-neighborhood” basis. CR&R will transition approximately 300 customers per day to the new service during a 16-week period. Until you receive your new carts, the only change in service you will notice is a differently labeled truck and a CR&R-uniformed driver.

What to Expect / How the Transition Will Work

A post card will be mailed to the service address approximately one week before the new carts are delivered to the home. (We’re doing this to draw residents’ attention to the pending change and to allow time for those that will be out of town to make arrangements with a neighbor or CR&R.) CR&R will deliver the carts to the property. Please begin using the carts for service on the *next* collection day. (Note: the collection day will remain the same as it is currently.)

If you wish to have CR&R remove and recycle your old trash cans, please stack the empty cans with a note attached indicating “Take Me” on your next collection day. You can also call CR&R to schedule a future pick up date for the old cans.

To view the transition map and schedule, visit www.newportbeachca.gov/residentialrefuse.

Forgot to Order Carts?

We were nicely surprised by how many residents - nearly 17,000 - took the time to order new carts. If you are among the approximately 5,000 households who did not place a custom cart order, your household is currently scheduled to receive a "default" package of one waste and one recycling cart in a size deemed appropriate for your neighborhood. For many, this package will work fine. If, however, you still want to place a custom cart order, please contact CR&R at 866-949-9694.

Exchanging Carts

Please remember that the carts can be exchanged. It is preferable (but not required) to trade them back in before you use them. Please call CR&R at 866-949-9694 if you wish to exchange your carts.

Is a Cart Required?

No, but primarily for cleanliness and aesthetic reasons, we hope most residents will use them. Most will find them easy to use. Those residents that choose not to use a cart may still place sturdy bags of trash out for collection.

Do All Items Need to be in the Cart Every Time?

No. If you have an extra bag of trash, a cardboard box, or similar items that won't fit in your cart, you may place those alongside your cart(s) on collection day. These items must weigh 50 pounds or less. If you have larger items, like a sofa, and / or items that weigh in excess of 50 pounds, please call CR&R at 866-949-9694 to arrange a free, curbside, "bulky item" pickup.

Hazardous Household Waste Collection

CR&R will collect Hazardous Household Waste items such as motor oil, paints and solvents, and pool chemicals. This service is free and the items can be picked up "door side." Please contact CR&R to schedule a pick-up. The contact information is listed at the end of this letter.

Sharps Collection

Sharps include needles and lancets. CR&R will collect these "door side" in an approved, puncture-proof container. "Sharps by Mail" kits are also available. Please call CR&R for details.

Compost Giveaway – May 3

On Saturday, May 3, from 9 a.m. to 11 a.m., CR&R will host our first compost give-a-way event in the auxiliary parking lot of the OASIS Senior Center (at the corner of Fifth Avenue and Marguerite in Corona del Mar). Newport Beach residents may receive two, free bags of compost for their gardens.

What about our Hard-Working City Drivers?

Some employees have taken jobs with CR&R. Others decided to move to other City jobs, at the same base pay. A few have decided to retire. We very much appreciate the long years of dedicated service they have given to the community, and the community can expect to see many of them around town.

Contacting CR&R

If you have any questions about CR&R's service or cart orders, please contact **CR&R's Customer Service Department at 866-949-9694 or cssanjuan@crrmail.com**.

Thank you for reading this letter. Please don't hesitate to contact CR&R or the City if you have any questions about the refuse collection service transition.

Dave Kiff
City Manager